CHAPTER 11

ANNUITY PAY SERVICE

1   TASK -   Provide Daily Customer Service to Annuity

    a.   OPLOC:

       Not Applicable.

    b.   FSO:

       Answer customer inquiries from annuitant (Survivor Benefit Plan (SBP), Reserve Component Survivor Benefit Plan (RCSBP) and Retired Serviceman's Family Protection Plan (RSFPP)).

    2.   TASK - Process Transactions

Procedure for signing-on (attachment 1) to Defense Retiree Annuitant Pay System-Annuitant Pay Subsystem (DRAS-APS) and input procedures for processing each task are found in R DOI 177-24, volume III (DRAS-APS Pay Procedures; Standards, Procedures and Guidelines Manual).   This manual may be viewed using the Standards Administration System Online (SASO) TASKCODE, after performing sign-on. (See attachment 1.)

    a.   OPLOC:

       Not applicable.

    b.   FSO:

       (1) Input and/or inquire to the DRAS-APS using computer terminal to support the annuitant and the Casualty Assistance Representative (CAR).

       (2) Process maintenance transactions, listed in attachment 2, on DRAS-APS using the computer terminal.

       (3) Process annuity establishments and request confirmation on payments over $2000:

          (a) Sign on to DRAS-APS using the instructions in attachment 1.

          (b) Process transactions on DRAS-APS to establish annuities.

(c) Request confirmation on payments over $2000 by calling the applicable point of contact listed in attachment 3 within 24 hours after annuitant has been established. The points of contact are listed by the last two digits (TD) of the deceased retiree's social security number.

3. **TASK - PCN:UH039-1213, Document Transmittal Listing (Daily)**

   a. **OPLOC**:

   Not applicable.

   f. **FSO**:

   (1) Ensure the Document Transmittal Listing (DTL) is received. If not received, contact one of the following to have the DTL reissued:

POINT OF CONTACT	OFFICE SYMBOL	TELEPHONE NUMBER
Primary: Vince Montez	DFAS-DE/FRSA	DSN: 926-4620
Alternate: Keith Cordean	DFAS-DE/FRSA	DSN: 926-4610

   (2) Review the DTL and take appropriate action:

   (a) Part 1 - Base Level Processed Transactions. This part of the report identifies tasks successfully processed since the date of the last DTL report:

   <u>1</u> Verify the DTL against processed documents and transactions input to DRAS-APS. Ensure input is correct and transactions have been audited.

   <u>2</u> Forward the DTL and associated processed documents monthly, along with Defense Joint Military Pay System (DJMS) products to:

   DFAS-DE/WADR
   6760 E. Irvington Place
   Denver, CO 80279-8000

   (b) Part 2 - Base Level Unprocessed Transactions. This part of the report identifies transactions which have been processed by FSO personnel but which require additional transactions to be processed at DFAS-DE:

   <u>1</u> Review the DTL and assemble all documents pertaining to accounts listed on the DTL.

<u>2</u>   Fax or send documents to DFAS-DE for processing.   The Fax numbers are 926-4667 or 926-4671. The address is:

> DFAS-DE/FRB
> 6760 E. Irvington Place
> Denver, CO 80279-6000

(c) Part 3 - Base Level Unprocessed Transactions. This part of the report identifies accounts where FSO personnel have established an annuity but no further action has been taken to start the annuity:

<u>1</u>   Review DTL to determine accounts which require further action.

2   Process additional transactions required to start the annuity, or call DFAS-DE for assistance.

(d) Part 4 - Base Level Unprocessed Transactions. This part of the report identifies Air Force accounts which carried over from the Defense Retiree Annuitant Pay System-Retired Casualty Pay Subsystem (DRAS-RCPS) but no action has been taken to establish the annuitant's account:

<u>1</u>   Review accounts on listing.

<u>2</u>   Contact the Casualty Assistance Representative (CAR) to obtain the annuity claim documents.

<u>3</u>   Process transactions to start the annuity.

4..   TASK -   System Security

For questions concerning security, including access to DRAS-APS or to reset a password, contact the Terminal Area Security Officer (TASO). If additional assistance is required, theTASO should contact one of the following:

POINT OF CONTACT	OFFICE SYMBOL	TELEPHONE NUMBER
Primary: Vince Montez	DFAS-DE/FRSA	DSN: 926-4620
Alternate: Keith Cordean	DFAS-DE/FRSA	DSN: 926-4610

ATTACHMENT 1
DRAS-APS COMPUTER SIGN-ON INSTRUCTIONS

At the screen which displays:

Enter User Information:
USERID ==>
PASSWORD ==>
NEW PASSWORD ==>

ACTION   RESULTS

Key-in your USERID and   The screen will display the selection
PASSWORD. Press <ENTER>   menu.

Key-in 'S' next to IDMS13.   The screen will display "V13
Press <ENTER>   ENTER NEXT TASK CODE"

Key-in SIGNON and your   The screen will display "V13 ENTER
USERID. Press <ENTER>   YOUR TOP SECRET PASSWORD".

Key-in your password.   The screen will display "V13
Press <ENTER>   ENTER NEXT TASKCODE":

NOTE: For task codes see attachment 2.

ATTACHMENT 2
DRAS-APS INPUT/INQUIRE TRANSACTIONS

TASK NAME	PURPOSE
RBASECAP	To view a menu of the tasks which may be processed. A task may be accessed by keying in an 'S' next to the task on the menu or you may access the task directly by typing in the task name.
RACTSTMT	To request an account statement for an individual or to put a specific message on an individual's account.
RACCTRCV	To add, correct or delete an annuitant's accounts receivable.
RADDRESS	To establish or change an annuitant's address on DRAS-APS.
RCDEATH	To cancel an already recorded annuitant's suspected death.
RANNDATE	To correct the date the annuity claim was signed.
RCAOCHG	To change the casualty assistance code.
RCODEATH	To change the cause of death reason.
RCHDOB	To change an individual's birthdate.
RDTHDT	To change the date of death.
RCHNAME	To change an individual's name.
RCHSEX	To change an individual's sex code.
RSSANCHG	To change an individual's social security number.
RCKLST	To view or clear open items on the

DRAS-APS checklist.

RDICAUTH	To record or change the date the DIC authorization was signed by the spouse.
RDEATH	To record the suspected or confirmed death of an annuitant or a potential annuitant.
RELECT	To update the retiree's election information and create potential annuitants.
RESTANN	To record the annuity claim to DRAS-APS.
REVENTS	To list or audit the tasks which have been previously input on DRAS-APS.
REXECDAT	To record or change the name and address of the executor of an annuitant's
estate.	
RINCAP	To record incapacity information on an annuitant.
RINQUIRY	To view information on an individual's DRAS-APS record.
RLEGAL	To establish, change or delete a legal representative for an annuitant.
RRECYCLE	To delete an annuitant's tax change or address change which is recycling.
RCOE	To record receipt of an annuitant's certificate of eligibility.
RROE	To record receipt of an annuitant's report of existence.
RTAXSTAR	To reissue an annuitant's duplicate tax statement.

RTAXES	To record an annuitant's withholding tax/alien tax information.
RVACLAIM	To record or change an annuitant's VA claim number.
RVARO	To record or change an annuitant's VA Regional Office.
RVMARRDT	To change the date of marriage of the deceased retiree to the annuitant.
SASO	This option is used to list all chapters of R DOI 177-24, Vol III (DRAS-APS Pay Procedures; Standards, Procedures and Guidelines Manual). You will be able to print individual screens using the "PF 12"

or equivalent key.

ATTACHMENT 3
POINTS OF CONTACT

TD	OFFICE SYMBOL	TELEPHONE NUMBER
00-16	DFAS-DE/FRBA	DSN: 926-4536
17-33	DFAS-DE/FRBB	DSN: 926-4545
34-49	DFAS-DE/FRBC	DSN: 926-4526
50-66	DFAS-DE/FRBD	DSN: 926-4566
67-83	DFAS-DE/FRBE	DSN: 926-4580
84-99	DFAS-DE/FRBF	DSN: 926-4584

ATTACHMENT 4
VIEWING R DOI 177-24, VOLUME III
USING THE STANDARDS ADMINISTRATION SYSTEM ONLINE (SASO)

"SASO" allows for viewing of the manual only.   You will only be able to print individual screens using the 'PF 12' or equivalent key. To access "SASO", the following instructions are provided:

Sign on to DRAS-APS using the instruction in Attachment 1.

At the screen which displays
"V13 ENTER NEXT TASKCODE":

Key in "SASO" Press <ENTER>	The OPTION screen will be displayed.
At the OPTION prompt, key-in '1' for the BROWSE Option. (Note: Make sure the 'DOCUMENT NAME' = => reads 'SPG'.)	The browse entry screen will be displayed.
Press <ENTER>.	A list of the chapters in the DRAS/APS manual will be displayed.
Tab down to the chapter you want to view you and key-in an 'S' next to that chapter. Press <ENTER>.	A list of the subjects within the chapter selected will be displayed.
Tab down to the subject you want to view and key-in an 'S' next to that subject. Press <ENTER>.	A list of the topics within that subject will be displayed.
Tab down to the topic you want to view and key-in an 'S' next to that section.	The topic you want to view will be displayed.

If you know the chapter, subject and/or topic you want to view, you may key in the chapter, subject and/or topic number on the browse entry screen at the chapter, subject and/or topic prompts. This will allow you to proceed directly to that section of the manual.

Once you are in the section of the manual you want to view, use the 'ALT 7' and 'ALT 8', 'PF 7' and 'PF 8' or equivalent keys to move forward and backward within that section.

To exit 'SASO', use the 'ALT 3', 'PF 3' or equivalent keys to page backward through the screens until you get to the original 'OPTION' screen. Key-in an 'X' at the 'OPTION' prompt. This will allow you to exit 'SASO'. When the screen displays the 'V13 Enter next task code' prompt, type in 'bye'. This will take you to the initial 'signon' screen.

Additional 'SASO' instructions are found in chapter 11 of the R DOI 177-24, Volume III.